

## ABSTRACT

### AN AUTOMATED TOOL SET FOR IMPROVING OPERATIONS IN AN ECOMMERCE BUSINESS

[00116] The present invention provides a system of automated data driven tools which are integrated to provide an orderly and efficient set of concrete, specific and useful plans to help companies attain organizational and operational excellence. A system is disclosed which includes a set of ePerformance metric development tools, a set of BestPeople tools for force planning and analysis, with a companion set of eLearning tools to provide strategic employee development assistance and a set of eJourney management tools to assist in self measurement, metric comparisons, and plans development. An exemplary preferred embodiment is described which teaches a new and unique workforce transformation system to illustrate a concrete specific implementation result.

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